



PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
)
McConnell et al.)
)
Serial No.: **10/645,917**)
)
Filed: **August 20, 2003**)
)
For: **Method and System for Selecting a**)
Preferred Contact Center Agent Based on)
Agent Proficiency and Performance and)
Contact Center State)

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

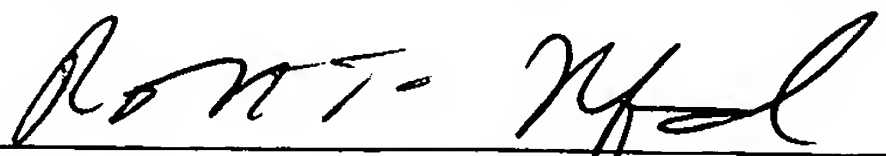
Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

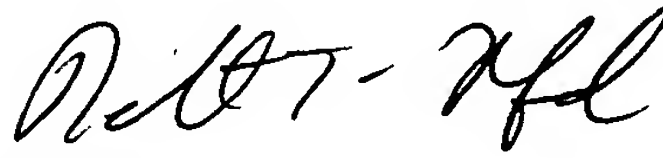
The undersigned hereby certifies that no item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the undersigned, after making reasonable inquiry, no item of information contained in the information disclosure statement was

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on November 12, 2003.


Robert T. Neufeld, Reg. No. 48,394

known to any individual designated in § 1.56(c) more than three months prior to the filing of the information disclosure statement.

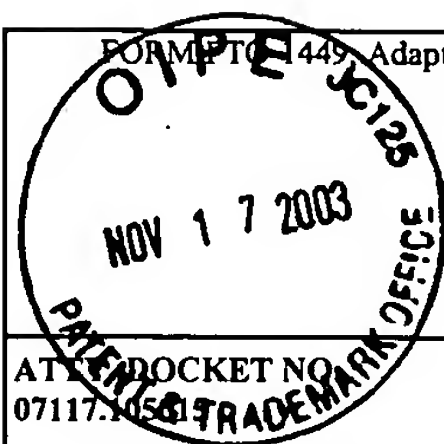
Respectfully submitted,

A handwritten signature in black ink, appearing to read "R. T. Neufeld", written in a cursive style.

Robert T. Neufeld
Reg. No. 48,394

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K&S Docket: 07117.105015 US
3347037

FORM PTOL 449 Adapted

**LIST OF INFORMATION DISCLOSED BY APPLICANT***(Use several sheets if necessary)*

ATTACHMENT NO. 07117.1050	SERIAL NO. 10/645,917	FILING DATE August 20, 2003
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APPLICANT McConnell et al.	GROUP
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U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,915,973	6/29/1999	Hoehn-Saric et al.			3/11/1997
	AB	5,947,747	9/7/1999	Walker et al.			5/9/1996
	AC	6,108,687	8/22/2000	Russell O. Craig			3/2/1998
	AD	6,141,528	10/31/2000	Ronald Remschel			9/22/1997
	AE	6,149,441	11/21/2000	Pellegrino et al.			11/6/1998
	AF	6,155,840	12/5/2000	Alfred V. Sallette			9/18/1998
	AG	6,559,867 B1	5/6/2003	Kotick et al.			11/24/1999
	AH						
	AI						
	AJ						
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	AS						

EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.